WEST Search History

| Hide Items | Restore | Clear | Cancel |

DATE: Thursday, May 06, 2004

Hide?	Set Name	Query	Hit Count
		DB=USPT; PLUR=YES; OP=ADJ	
☐	L17	(retriev$4 or 3$generat$6 or requesting or inquir$4) with (copy or template or duplicate) with (email or message or electronic mail or electronic content)with (transmitted or sent or send)near5 (customer or user or subscriber)	35
☐	L16	(retriev$4 or 3$generat$6 or requesting or inquir$4) near5 (copy or template or duplicate) with (email or message or electronic mail or electronic content)with (transmitted or sent or send)near5 (customer or user or subscriber)	4
☐	L15	(retriev$4 or 3$generat$6 or requesting or inquir$4) same (copy or template or duplicate) same(email or message or electronic mail or electronic content)same (transmitted or sent or send)adj5 customer	11
☐	L14	(retriev$4 or 3$generat$6 or requesting or inquir$4) with (copy or template or duplicate)with(email or message or electronic mail or electronic content)same (transmitted or sent or send)adj5 customer	0
☐	L13	l12 and l7	5
☐	L12	(retriev$4 or 3$generat$6)with (email or message or electronic mail or electronic content) same (transmitted or sent or send)adj5 customer	44
☐	L11	(retriev$4 or 3$generat$6)with (email or message or electronic mail or electronic content) with (transmitted or sent or send)customer	8
☐	L10	6415290[uref]	0
☐	L9	(retriev$4 or 3$generat$6)with (stored or archiv$6 or previously transmitted) with (email or message or electronic mail or electronic content) with customer	45
☐	L8	L7 and l6	8
☐	L7	707/$.ccls.	12803
☐	L6	(retriev$4 or 3$generat$6)with (copy or duplicate or template) same (stored or archiv$6 or previously transmitted) with (email or message or electronic mail or electronic content)	71
☐	L5	(retriev$4 or re$generat$6)with (copy or duplicate) with (stored or archiv$6 or saved) with (email or message)	33
☐	L4	(retriev$ or regenerat$6)with (previuos$6 or pre$stored) with (email or message)	48
☐	L3	(retriev$ or regenerat$6)with (previuos$6 or prestored) with (email or message)with template	0
☐	L2	6609138	1
☐	L1	6609490	1

END OF SEARCH HISTORY

Freeform Search

Database:

US Pre-Grant Publication Full-Text Database
US Patents Full-Text Database
US OCR Full-Text Database
EPO Abstracts Database
JPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins

Term:

Display: |10| Documents in **Display Format:** |TI| **Starting with Number** |1|

Generate: ○ Hit List ● Hit Count ○ Side by Side ○ Image

[Search] [Clear] [Interrupt]

Search History

DATE: Thursday, May 06, 2004   Printable Copy   Create Case

Set Name side by side	Query	Hit Count	Set Name result set
	DB=USPT; PLUR=YES; OP=ADJ		
L13	l12 and l7	5	L13
L12	(retriev$4 or 3$generat$6)with (email or message or electronic mail or electronic content) same (transmitted or sent or send)adj5 customer	44	L12
L11	(retriev$4 or 3$generat$6)with (email or message or electronic mail or electronic content) with (transmitted or sent or send)customer	8	L11
L10	6415290[uref]	0	L10
L9	(retriev$4 or 3$generat$6)with (stored or archiv$6 or previously transmitted) with (email or message or electronic mail or electronic content) with customer	45	L9
L8	L7 and l6	8	L8
L7	707/$.ccls.	12803	L7
L6	(retriev$4 or 3$generat$6)with (copy or duplicate or template) same (stored or archiv$6 or previously transmitted) with (email or message or electronic mail or electronic content)	71	L6
L5	(retriev$4 or re$generat$6)with (copy or duplicate) with (stored or archiv$6 or saved) with (email or message)	33	L5

L4	(retriev$ or regenerat$6)with (previuos$6 or pre$stored) with (email or message)	48	L4
L3	(retriev$ or regenerat$6)with (previuos$6 or prestored) with (email or message)with template	0	L3
L2	6609138	1	L2
L1	6609490	1	L1

END OF SEARCH HISTORY

First Hit   Fwd Refs

□ ▉ Generate Collection ▉

L8: Entry 4 of 8   File: USPT   Jul 23, 2002

DOCUMENT-IDENTIFIER: US 6424966 B1
** See image for **Certificate of Correction** **
TITLE: Synchronizing crawler with notification source

Brief Summary Text (13):
In accordance with further aspects of the present invention, the gatherer process
continuously monitors for a notification message sent by a notification source that
is registered or listed in the gatherer project. The notification source monitors
all or part of the computer network previously crawled by the gatherer process
during the first crawl or a subsequent initialization crawl. When the gatherer
process receives a notification message from a notification source listed in the
gatherer project, the gatherer process places the address of the electronic
document contained in the notification message into a notification log. The
gatherer process retrieves a copy of an electronic document from each of the
addresses listed in the notification log when it is in its notification retrieval
mode. The document copy retrieved pursuant to the notification message is then used
to update the information associated with the document that is stored in the
document data store. A plurality of notification sources can monitor documents and
asynchronously send notification messages to the same gatherer process.

Current US Original Classification (1):
707/3

Current US Cross Reference Classification (1):
707/10

First Hit   Fwd Refs

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L9: Entry 10 of 45   File: USPT   Jul 2, 2002

US-PAT-NO: 6415290
DOCUMENT-IDENTIFIER: US 6415290 B1
** See image for Certificate of Correction **

TITLE: Electronic massage management system

DATE-ISSUED: July 2, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Botts; Jennifer M.	Westerville	OH		
Musson; Karen L.	Newark	OH		
Stites; Elizabeth M.	Cincinnati	OH		
Weber; Douglas C.	Pickerington	OH		
Wilson; David A.	Galloway	OH		

US-CL-CURRENT: 707/10; 707/104.1, 707/4

ABSTRACT:

An electronic message, or e-mail, management system having a digital computer for accepting e-mail messages; a program interface for automatically transferring received electronic messages to a database; a structured database for storing the received electronic messages in a predetermined format; and an interface for allowing a customer service representative, at a remote computer, to access, and respond to, the electronic messages stored at the database.

26 Claims, 34 Drawing figures
Exemplary Claim Number: 1
Number of Drawing Sheets: 34

First Hit   Fwd Refs

Generate Collection

L13: Entry 3 of 5   File: USPT   Apr 15, 2003

DOCUMENT-IDENTIFIER: US 6549906 B1
** See image for Certificate of Correction **
TITLE: System and method for electronic data retrieval and processing

Detailed Description Text (15):
The vendor-operated retrieval agent 201 may further comprise various features to
increase its usefulness or productivity. In one embodiment, the vendor-operated
retrieval agent 201 may comprise a messaging system that sends one message to the
customer upon each successful retrieval of a customer data set 214, and another
message upon an unsuccessful retrieval. The vendor-operated retrieval agent 201 may
also comprise a set of instructions for compressing data to minimize retrieval
time. In addition, in order to ensure the security of the customer databases 200,
the retrieval agent 201 may be supplied with security clearance information, such
as a user name and password, to access the customer databases 200. Furthermore, the
customer data sets 214 and other information may be encrypted to prevent
interception of the data. Such security features are known in the art.

Current US Original Classification (1):
707/10

First Hit   Fwd Refs

☐   ▮ Generate Collection ▮

L13: Entry 4 of 5   File: USPT   Jun 19, 2001

US-PAT-NO: 6249807
DOCUMENT-IDENTIFIER: US 6249807 B1

TITLE: Method and apparatus for performing enterprise email management

DATE-ISSUED: June 19, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Shaw; Mark	San Francisco	CA		
Rosen; Ross	Portola Valley	CA		

US-CL-CURRENT: 709/206; 379/256, 707/104.1, 710/6, 718/100, 718/102, 719/314, 719/326, 719/329, 719/332

ABSTRACT:

An enterprise email management system is disclosed. The enterprise mail system is designed to handle large volumes of email quickly and efficiently, responding through enterprise email system users or automated means. The enterprise email system processes incoming email using a set of configurable rules that examine each message for a specific attribute state condition and invoke a configurable action when the attribute satisfies the condition. A number of actions may be invoked such as routing a message to a specific mail queue. The enterprise email system assigns a mail queue timer when a message is moved into a mail queue. Each mail queue has a different mail queue timeout value that specifies the maximum amount of time that a message may sit idle within a mail queue. The enterprise email system may automatically move a message from a mail queue into a mailbox of an enterprise email system user that subscribed to the mail queue. A mailbox timer then set for the message and the mailbox timer is compared with a mailbox timeout value that specifies the amount of time that message may sit idle within a mail queue. If the mail queue timer expires, the message is returned to the mail queue from where it came. If the mail queue timer expires, then the message is routed to another mail queue or enterprise email user.

16 Claims, 11 Drawing figures
Exemplary Claim Number: 1
Number of Drawing Sheets: 11

First Hit   Fwd Refs

□ ▮ Generate Collection ▮

L13: Entry 5 of 5   File: USPT   Sep 7, 1999

US-PAT-NO: 5948054
DOCUMENT-IDENTIFIER: US 5948054 A

TITLE: Method and system for facilitating the exchange of information between human users in a networked computer system

DATE-ISSUED: September 7, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Nielsen; Jakob	Atherton	CA		

US-CL-CURRENT: 709/200; 705/8, 705/9, 707/10, 709/202, 709/203, 709/206, 709/207, 709/217, 709/219, 709/227

ABSTRACT:

In a networked computer system including a customer computer associated with a human customer, one or more consultant computers associated with one or more human consultants, and a server computer, the human customer sends an information request to the server via the customer computer. The request, which includes a question that the customer wishes to have answered, does not specify a consultant from which the answer may be obtained. In response, the server determines which one or ones of the consultants is qualified to provide the requested information. The server then solicits the requested information from one or more of the qualified consultants. If at least one of the qualified consultants decides to provide the requested information, then the server receives the information from the consultant via one of the consultant computers. Thereafter, the server sends the information to the customer via the customer computer. In this manner, the server matches the human customer with the question with a human consultant with the answer. By doing so, the sever enables the customer to obtain an answer to his question without knowing up front which consultant has sufficient knowledge to provide the answer.

18 Claims, 14 Drawing figures
Exemplary Claim Number: 1
Number of Drawing Sheets: 12